



Mid Suffolk Tenant Dashboard

September 2024 – September 2023

Housing Performance Dashboard for Tenants

Mid Suffolk District Council - December 2024



| WHAT YOU'D LIKE TO KNOW | DECEMBER 2024 | NOVEMBER 2024 | TARGET | TREND |
|---|---------------|---------------|--------|-------|
| Number of (total) repairs logged | 465 | 442 | n/a | |
| Number of repairs completed | 502 | 527 | n/a | |
| Jobs outstanding in December (Jobs logged in December that are still outstanding) | 59 | 34 | n/a | |
| Tenant satisfaction with repairs % | 85% | 94% | 100% | |
| Repairs completed on first visit % | 83.13% | 84.18% | n/a | |
| Average time to complete & close repair (days) | 35.60 | 34.09 | n/a | |
| Number of housing complaints received | 29 | 18 | n/a | |
| Complaints resolved within timescale | 86.20% | 77.77% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 9 | 12 | n/a | |
| Tenant satisfaction with ASB handling | 100% | 50% | 100% | |
| Gas safety compliance % | 99.52% | 99.55% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |
| Rent collected % | 99.90% | 99.86% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - November 2024



| WHAT YOU'D LIKE TO KNOW | NOVEMBER 2024 | OCTOBER 2024 | TARGET | TREND |
|---|---------------|---------------------|--------|-------|
| Number of (total) repairs logged | 442 | 499 | n/a | |
| Number of repairs completed | 527 | 628 | n/a | |
| Jobs outstanding in November (Jobs logged in November that are still outstanding) | 34 | 21 | n/a | |
| Tenant satisfaction with repairs % | 94% | 88% | 100% | |
| Repairs completed on first visit % | 84.18% | 45.95% | n/a | |
| Average time to complete & close repair (days) | 34.09 | 55.38 | n/a | |
| Number of housing complaints received | 18 | 22 | n/a | |
| Complaints resolved within timescale | 77.77% | 68.18% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 12 | 10 | n/a | |
| Tenant satisfaction with ASB handling | 50% | No Survey Completed | 100% | |
| Gas safety compliance % | 99.55% | 99.66% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |
| Rent collected % | 99.86% | 99.87% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - October 2024



| WHAT YOU'D LIKE TO KNOW | OCTOBER 2024 | SEPTEMBER 2024 | TARGET | TREND |
|---|---------------------|----------------|--------|-------|
| Number of (total) repairs logged | 499 | 514 | n/a | |
| Number of repairs completed | 628 | 644 | n/a | |
| Jobs outstanding in October (Jobs logged in October that are still outstanding) | 21 | - | n/a | |
| Tenant satisfaction with repairs % | 88% | 90% | 100% | |
| Repairs completed on first visit % | 45.95% | 77.8% | n/a | |
| Average time to complete & close repair (days) | 55.38 | 61.03 | n/a | |
| Number of housing complaints received | 22 | 24 | n/a | |
| Complaints resolved within timescale | 68.18% | 54.16% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 10 | 7 | n/a | |
| Tenant satisfaction with ASB handling | No Survey Completed | 38% | 100% | |
| Gas safety compliance % | 99.66% | 99.21 | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |
| Rent collected % | 99.87% | 99.90% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - September 2024



| WHAT YOU'D LIKE TO KNOW | SEPTEMBER 2024 | AUGUST 2024 | TARGET | TREND |
|--|----------------|-------------|--------|-------|
| Number of (total) repairs logged | 514 | 500 | n/a | |
| Number of repairs completed | 644 | 664 | n/a | |
| Number of repairs outstanding | 0 | 0 | n/a | |
| Tenant satisfaction with repairs % | 90% | 88% | 100% | |
| Repairs completed on first visit % | 77.8% | 80.1% | n/a | |
| Average time to complete & close repair (days) | 61.03 | 76.77 | n/a | |
| Number of housing complaints received | 24 | 22 | n/a | |
| Complaints resolved within timescale | 54.16 | 22.72% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 7 | 8 | n/a | |
| Tenant satisfaction with ASB handling | 38% | 100% | 100% | |
| Gas safety compliance % | 99.21 | 99.21 | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |
| Rent collected % | 99.90% | 99.81% | 100% | |

Complaints Data

In June 2024 we moved over to a new complaints system. We are still working on getting the complaints data. Once we have the data, we will add it to the dashboard for this month



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - August 2024



| WHAT YOU'D LIKE TO KNOW | AUGUST 2024 | JULY 2024 | TARGET | TREND |
|--|-------------|-----------|--------|-------|
| Number of (total) repairs logged | 500 | 588 | n/a | |
| Number of repairs completed | 664 | 810 | n/a | |
| Number of repairs outstanding | 0 | 0 | n/a | |
| Tenant satisfaction with repairs % | 88% | 80% | 100% | |
| Repairs completed on first visit % | 80.1% | 69.6% | n/a | |
| Average time to complete & close repair (days) | 76.77 | 92.18 | n/a | |
| Number of housing complaints received | 22 | 37 | n/a | |
| Complaints resolved within timescale | 22.72% | 35.15% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 8 | 17 | n/a | |
| Tenant satisfaction with ASB handling | 100% | 20% | 100% | |
| Gas safety compliance % | 99.21 | 99.43 | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |
| Rent Collected % | 99.81% | 99.31% | 100% | |

Complaints Data

In June 2024 we moved over to a new complaints system. We are still working on getting the complaints data. Once we have the data, we will add it to the dashboard for this month



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - July 2024



| WHAT YOU'D LIKE TO KNOW | JULY 2024 | JUNE 2024 | TARGET | TREND |
|--|-----------|-----------|--------|-------|
| Number of (total) repairs logged | 588 | 453 | n/a | |
| Number of repairs completed | 810 | 416 | n/a | |
| Number of repairs outstanding | 0 | 37 | n/a | |
| Tenant satisfaction with repairs % | 80% | 85% | 100% | |
| Repairs completed on first visit % | 69.6% | 87.70% | n/a | |
| Average time to complete & close repair (days) | 92.18 | 62.49 | n/a | |
| Number of housing complaints received | 37 | 23 | n/a | |
| Complaints resolved within timescale | 35.15% | 47.83% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 17 | 11 | n/a | |
| Tenant satisfaction with ASB handling | 20% | 100% | 100% | |
| Gas safety compliance % | 99.43 | 99.49% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |
| Rent collected % | 99.31% | 99.86% | 100% | |

Complaints Data

In June 2024 we moved over to a new complaints system. We are still working on getting the complaints data. Once we have the data, we will add it to the dashboard for this month



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - June 2024



| WHAT YOU'D LIKE TO KNOW | JUNE 2024 | MAY 2024 | TARGET | TREND |
|--|-----------|----------|--------|-------|
| Number of (total) repairs logged | 453 | 541 | n/a | |
| Number of repairs completed | 416 | 340 | n/a | |
| Number of repairs outstanding | 37 | 240 | n/a | |
| Tenant satisfaction with repairs % | 85% | 77% | 100% | |
| Repairs completed on first visit % | 87.70% | 87.35% | n/a | |
| Average time to complete & close repair (days) | 62.49 | 26 | n/a | |
| Number of housing complaints received | 23 | 32 | n/a | |
| Complaints resolved within timescale | 47.83% | 34.37% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 11 | 12 | n/a | |
| Tenant satisfaction with ASB handling | 100% | 100% | 100% | |
| Gas safety compliance % | 99.49% | 99.03% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |
| Rent collected % | 99.86% | N/A | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - May 2024



| WHAT YOU'D LIKE TO KNOW | MAY 2024 | APRIL 2024 | TARGET | TREND |
|--|----------|------------|--------|-------|
| Number of (total) repairs logged | 541 | 572 | n/a | |
| Number of repairs completed | 340 | 470 | n/a | |
| Number of repairs outstanding | 240 | 156 | n/a | |
| Tenant satisfaction with repairs % | 77% | 74% | 100% | |
| Repairs completed on first visit % | 87.35% | 87.87% | n/a | |
| Average time to complete & close repair (days) | 26 | 26 | n/a | |
| Number of housing complaints received | 32 | 44 | n/a | |
| Complaints resolved within timescale | 34.37% | 13.95% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 12 | 9 | n/a | |
| Tenant satisfaction with ASB handling | 100% | 0% | 100% | |
| Gas safety compliance % | 99.03% | 99.14% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - April 2024



| WHAT YOU'D LIKE TO KNOW | APRIL 2024 | MARCH 2024 | TARGET | TREND |
|--|------------|--------------------------------|--------|-------|
| Number of (total) repairs logged | 572 | 563 | n/a | |
| Number of repairs completed | 470 | 478 | n/a | |
| Number of repairs outstanding | 156 | 161 | n/a | |
| Tenant satisfaction with repairs % | 74% | 83% | 100% | |
| Repairs completed on first visit % | 87.87% | 89.54% | n/a | |
| Average time to complete & close repair (days) | 26 | 37 | n/a | |
| Number of housing complaints received | 44 | 37 | n/a | |
| Complaints resolved within timescale | 13.95% | 36% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 9 | 4 | n/a | |
| Tenant satisfaction with ASB handling | 0% | No Survey Completed this month | 100% | |
| Gas safety compliance % | 99.14% | 99.49% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - March 2024



| WHAT YOU'D LIKE TO KNOW | MARCH 2024 | FEBRUARY 2024 | TARGET | TREND |
|--|--------------------------------|---------------------------------|--------|-------|
| Number of (total) repairs logged | 563 | 480 | n/a | |
| Number of repairs completed | 478 | 417 | n/a | ↻ |
| Number of repairs outstanding | 161 | 214 | n/a | ↻ |
| Tenant satisfaction with repairs % | 83% | 90% | 100% | ↻ |
| Repairs completed on first visit % | 89.54% | 90.8% | n/a | ↻ |
| Average time to complete & close repair (days) | 37 | 63 | n/a | ↻ |
| Number of housing complaints received | 37 | 35 | n/a | ↻ |
| Complaints resolved within timescale | 36% | 20% | 100% | ↻ |
| Number of Anti-Social Behaviour (ASB) cases raised | 4 | 5 | n/a | ↻ |
| Tenant satisfaction with ASB handling | No Survey Completed this month | No surveys completed this month | 100% | ↻ |
| Gas safety compliance % | 99.49% | 99.48% | 100% | ↻ |
| Fire Risk Assessments | 100% | 100% | 100% | ↻ |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - February 2024



| WHAT YOU'D LIKE TO KNOW | FEBRUARY 2024 | JANUARY 2024 | TARGET | TREND |
|--|---------------------------------|--------------|--------|-------|
| Number of (total) repairs logged | 480 | 606 | n/a | |
| Number of repairs completed | 417 | 447 | n/a | |
| Number of repairs outstanding | 214 | 306 | n/a | |
| Tenant satisfaction with repairs % | 90% | 80% | 100% | |
| Repairs completed on first visit % | 90.8% | 88.14% | n/a | |
| Average time to complete & close repair (days) | 63 | 24 | n/a | |
| Number of housing complaints received | 35 | 38 | n/a | |
| Complaints resolved within timescale | 20% | 34.21% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 5 | 8 | n/a | |
| Tenant satisfaction with ASB handling | No surveys completed this month | 50% | 100% | |
| Gas safety compliance % | 99.48% | 98.89% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - January 2024



| WHAT YOU'D LIKE TO KNOW | JANUARY 2024 | DECEMBER 2023 | TARGET | TREND |
|--|--------------|---------------|--------|-------|
| Number of (total) repairs logged | 606 | 413 | n/a | |
| Number of repairs completed | 447 | 306 | n/a | |
| Number of repairs outstanding | 306 | 179 | n/a | |
| Tenant satisfaction with repairs % | 80% | 82% | 100% | |
| Repairs completed on first visit % | 88.14% | 82.68% | n/a | |
| Average time to complete & close repair (days) | 24 | 63 | n/a | |
| Number of housing complaints received | 38 | 37 | n/a | |
| Complaints resolved within timescale | 34.21% | 50% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 8 | 6 | n/a | |
| Tenant satisfaction with ASB handling | 50% | 0% | 100% | |
| Gas safety compliance % | 98.89% | 99.65% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - December 2023



| WHAT YOU'D LIKE TO KNOW | DECEMBER 2023 | NOVEMBER 2023 | TARGET | TREND |
|--|---------------|---------------|--------|-------|
| Number of (total) repairs logged | 413 | 188 | n/a | |
| Number of repairs completed | 306 | 668 | n/a | |
| Number of repairs outstanding | 179 | 195 | n/a | |
| Tenant satisfaction with repairs % | 82% | 92% | 100% | |
| Repairs completed on first visit % | 82.68% | 75.15% | n/a | |
| Average time to complete & close repair (days) | 63 | 90 | n/a | |
| Number of housing complaints received | 37 | 41 | n/a | |
| Complaints resolved within timescale | 50% | 31.7% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 6 | 7 | n/a | |
| Tenant satisfaction with ASB handling | 0% | 0% | 100% | |
| Gas safety compliance % | 99.65% | 98.78% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - November 2023



| WHAT YOU'D LIKE TO KNOW | NOVEMBER 2023 | OCTOBER 2023 | TARGET | TREND |
|--|---------------|--------------|--------|-------|
| Number of (total) repairs logged | 188 | 282 | n/a | |
| Number of repairs completed | 668 | 457 | n/a | |
| Number of repairs outstanding | 195 | 172 | n/a | |
| Tenant satisfaction with repairs % | 92% | 88% | 100% | |
| Repairs completed on first visit % | 75.15% | 88.27% | n/a | |
| Average time to complete & close repair (days) | 90 | 101 | n/a | |
| Number of housing complaints received | 41 | 39 | n/a | |
| Complaints resolved within timescale | 31.7% | 26.58% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 7 | 15 | n/a | |
| Tenant satisfaction with ASB handling | 0% | 0% | 100% | |
| Gas safety compliance % | 98.78% | 98.90% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - October 2023



| WHAT YOU'D LIKE TO KNOW | OCTOBER 2023 | SEPTEMBER 2023 | TARGET | TREND |
|--|--------------|----------------|--------|-------|
| Number of (total) repairs logged | 282 | 212 | n/a | |
| Number of repairs completed | 457 | 377 | n/a | |
| Number of repairs outstanding | 172 | 133 | n/a | |
| Tenant satisfaction with repairs % | 88% | 90% | 100% | |
| Repairs completed on first visit % | 88.27% | 61% | n/a | |
| Average time to complete & close repair (days) | 101 | 56 | n/a | |
| Number of housing complaints received | 39 | 25 | n/a | |
| Complaints resolved within timescale | 26.58% | 29.41% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 15 | 9 | n/a | |
| Tenant satisfaction with ASB handling | 0% | 100% | 100% | |
| Gas safety compliance % | 98.90% | 99.36% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |



Housing Performance Dashboard for Tenants

Mid Suffolk District Council - September 2023



| WHAT YOU'D LIKE TO KNOW | SEPTEMBER 2023 | AUGUST 2023 | TARGET | TREND |
|--|----------------|-------------|--------|-------|
| Number of (total) repairs logged | 212 | 600 | n/a | |
| Number of repairs completed | 377 | 250 | n/a | |
| Number of repairs outstanding | - | 350 | n/a | |
| Tenant satisfaction with repairs % | 90% | 86% | 100% | |
| Repairs completed on first visit % | 88.27 | 87.72 | n/a | |
| Average time to complete & close repair (days) | 56 | 42 | n/a | |
| Number of housing complaints received | 25 | 29 | n/a | |
| Complaints resolved within timescale | 29.41% | 52% | 100% | |
| Number of Anti-Social Behaviour (ASB) cases raised | 9 | 7 | n/a | |
| Tenant satisfaction with ASB handling | 100% | 60% | 100% | |
| Gas safety compliance % | 99.36% | 99.4% | 100% | |
| Fire safety compliance % | 100% | 100% | 100% | |

